

GOVERNMENT OF INDIA  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS  
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

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**RAJYA SABHA**  
**UNSTARRED QUESTION NO.3299**  
**(TO BE ANSWERED ON 15.12.2016)**

**ONLINE GRIEVANCES PENDING FOR REDRESSAL**

3299 . DR. K.V.P. RAMACHANDRA RAO:

Will the PRIME MINISTER be pleased to state :

- (a) whether it is a fact that a large number of grievances filed on Central Government online portal are pending for redressal, if so, the details thereof;
- (b) whether Government has any plan to redress them in a time bound manner; and
- (c) the number of complaints received and pending for redressal since one year ?

**ANSWER**

**Minister of State in the Ministry of Personnel, Public Grievances and Pensions  
and Minister of State in the Prime Minister's Office  
(DR. JITENDRA SINGH)**

(a) & (b) : As per the guidelines issued by the Department of Administrative Reforms and Public Grievances, a grievance is required to be disposed within a period of 60 days. In case, it is not possible an interim reply with reasons for delay is required to be furnished. As per the data available on the online Centralized Public Grievance Redress and Monitoring System(CPGRAMS), the pendency position as on 13.12.2016 for the grievances received against Central Ministries/Departments/Organisations during the period from 1.1.2013 to 12.12.2016 is as under:

Received	Disposed	Pending	Pending for more than 60 days
1717725	1615990	101735	34022

Pendency of grievance redressal received on CPGRAMS, is being monitored both quantitatively and qualitatively. This is being done through regular review meetings in respect of all the Ministries/Departments

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(c) As on 13.12.2016 the pendency position for the grievances received during the last one year is given below:

Brought forward as on 13.12.2015	Received during 13.12.2015 to 12.12.2016	Disposed during the period	Pending as on 12.12.2016
120581	701198	720044	101735

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